

wilko Administration Support offered to employees

September 2023



Support from Jobcentre Plus and circulating job vacancies

The administrators employment and government relation teams have supported the company HR with reverse engineering the talent team to provide team members with necessary support. Contacts and opportunities have been shared as well as contacts with local MP's in constituencies developed.

Developing support with Jobcentre Plus

- National Department for Work and Pensions (DWP) contact has cascaded the list of impacted stores to the local DWP teams, who are making contact via phone/email to arrange a time to visit stores.
- Local DWP teams are working with Jobcentre Plus to visit each store in person and offer support.
- Jobcentre Plus, Citizen's Advice and Futures have delivered onsite group presentations about the support available at the Distribution Centres.
- ReAct/Careers Wales also attended DC2. ReAct support provides vocational training grants to applicable redundant employees in Wales.
- PACE in Scotland have been updated where team members have been affected.
- The wilko HR team have also arranged for the DWP to present via teams to the remaining Support Centre colleagues about the redundancy support available.

Collating and circulating job vacancies

- 117 employers have reached out to wilko in order to promote their opportunities.
- Inbound job opportunities to the administrators employment team shared with the company.
- All have provided their careers link which the wilko internal comms team have published on their intranet for team members to access - which is updated weekly. The details are also available on the PwC wilko website.
- The internal communications team have marked the Retail / Distribution / Support Centre opportunities to make searching through this list easier for employees.



DC1 Employment Events

Two Employment Opportunities Event's have been arranged by the wilko HR team, which have been open to all team members to attend (travel permitting)

7th September Event

- 9 employers attended as well as DWP (this included Citizens Advice, Futures and local councils)
- Employers suggested around 70-80 wilko team members had registered with them via paper applications, whilst many took away website links in order to register online
- Circa 250 team members attended

19th September Event

- 5 employers attended, and 1 recruitment agency
- Employers at this event encouraged team members to apply via their specified links, no paper applications were made
- Over 130 team members attended

Bassetlaw Council are also hosting their own events every Thursday from 14th September until 28th September to support all wilko team members made redundant in the local area.



DC2 Employment Events

Two Employment Opportunities Event's have been arranged by the wilko HR team, which have been open to all team members to attend (travel permitting)

8th September Event

- 10 employers in attendance along with 2 recruitment agencies and DWP (this included Careers Wales (reAct) and local councils)
- Over 150 team members attended this event

19th September Event

- 4 employers, 1 recruitment agency and DWP (this included Careers Wales (reAct) and local councils) attended
- Over 150 team members attended
- An employer at this event had attended the previous one and had already taken on several team members as a result

Chepstow Council also hosted their own event on 14th September to support all wilko team members made redundant in the local area.



Other Helpful Documentation

Career Support Documents

Document that covers post redundancy considerations around your CV, job search and applications, interview preparation and other related advice.



Employment Opportunities Document

Document that provides details of organisations who have contacted Wilko with job vacancies and those that have said they will guarantee interviews for ex-Wilko staff.

EMPLOYMENT SUPPORT				
We've had a number of businesses reach out in support of our team members after hearing the recent news of our administration. The below employers are guaranteeing interviews to wilko team members:				
	Support centre roles	Retail roles	DC roles	For further information
Royal Mail	Customer adviser roles	No	Yes	Visit https://jobs.royalmailgroup.com/
DHL	No	No	Yes	Visit https://careers.dhl.com/eu/en
Penny Petroleum	Yes	Yes	No	Visit https://uk.indeed.com/cmp/Penny-Petroleum/jobs
WHSmiths	Yes	Yes	No	Visit https://whsmithcareers.co.uk/
Lincolnshire Co-Op	Yes	Yes	No	Visit https://careers.lincolnshire.coop/vacancies/vacancy-search-results.aspx
Samworth Brothers	No	No	Yes	Visit https://careers.samworthbrothers.co.uk/
GAP Hire Solutions	No	No	Yes	Visit https://www.gap-group.co.uk/work-with-us
Hobbycraft	Yes	Yes	No	Send your CV to: recruitment@hobbycraft.co.uk
Expd8	Yes	Yes	No	Send your CV to: recruitmentteam@expd8.co.uk

See link [here](#) that provides the website to allow a download the above documents

Government Relations

The administrators government relations team have supported with the necessary engagement with government agencies.

Ongoing Government and Stakeholder engagement

- **Department for Business and Trade (DBT) - Business Directorate**
The joint administrators providing regular updates
- **Broader gov't stakeholders (JCP etc)**
The company keeping updated so they are prepared.
- **Senior Labour politicians**
The joint administrators providing regular updates
- **Local MP engagement**
Small group of MPs have received regular updates. Specifically Bassetlaw and Welsh government.
- **Apprentice providers**
All of the apprenticeship providers have been contacted to update them on the situation to allow them to reach out to their respective apprentices about next steps, which will depend on the point apprentices have reached in their apprenticeship.

Other Support offered

Support helpline

- Using company data available to us we have developed a digital solution which illustrates the demographics of team members to help target support and identify the constituent areas for Government support.
- We have set up an employee helpline which offers ongoing support on redundancy related queries
- A mailbox has also been set up for employees to send queries to
- The redundancy letter and FAQs provide the contact details for both of these services
- The administrators have ensured that the Employee Assistance line and support services for wellbeing.

FAQ's

- All employees who are made redundant are posted a letter to their home address, along with a factsheet which provides guidance for the employees;
- These employee FAQs include details of key sources of guidance and information for employees
 - Including links to sources of information from Job CentrePlus who offer a wide variety of supporting materials in insolvency situations
- We are regularly updating the Employees FAQ document (available online) with common questions. Link to employee FAQs [here](#)
- The administrators have worked closely with the company comms team and have ensured the usual communications channels have remained open and active, such as the use of recordings and QR codes to submit FAQ's

Union Engagement

- The joint administrators have established consultation to ensure all team members are consulted and informed on all key developments of the administration.

Redundancy Payments Service

- The joint administrators have established a collaborative approach to ensure team members who may be affected by redundancy are paid as quickly as possible from the RPS.